

CAHPS HOME AND COMMUNITY-BASED SERVICES SURVEY DATABASE

**Michael Corrothers
HCBS CAHPS Database Lead,
Westat**

CAHPS Database Overview



- Central repository of data for selected CAHPS surveys
 - CAHPS Health Plan (HP) Survey
 - CAHPS Home and Community-Based Services (HCBS) Survey
 - **NEW**: CAHPS Child Hospital (CHCAHPS) Survey
- Two major applications:
 - Program-level data to assess patient experiences
 - De-identified data for research
- Participation is voluntary and open to all users
- Funded by AHRQ and administered by Westat through CAHPS User Network

HCBS CAHPS Database



- Collaborative initiative between AHRQ and Center for Medicare & Medicaid Services (CMS)
- Will facilitate comparisons of HCBS CAHPS survey findings by individual states and HCBS program types
- Participation is free and open to all states and Managed Care Plans (MCPs) on a voluntary basis
- Data submission opens in August each year

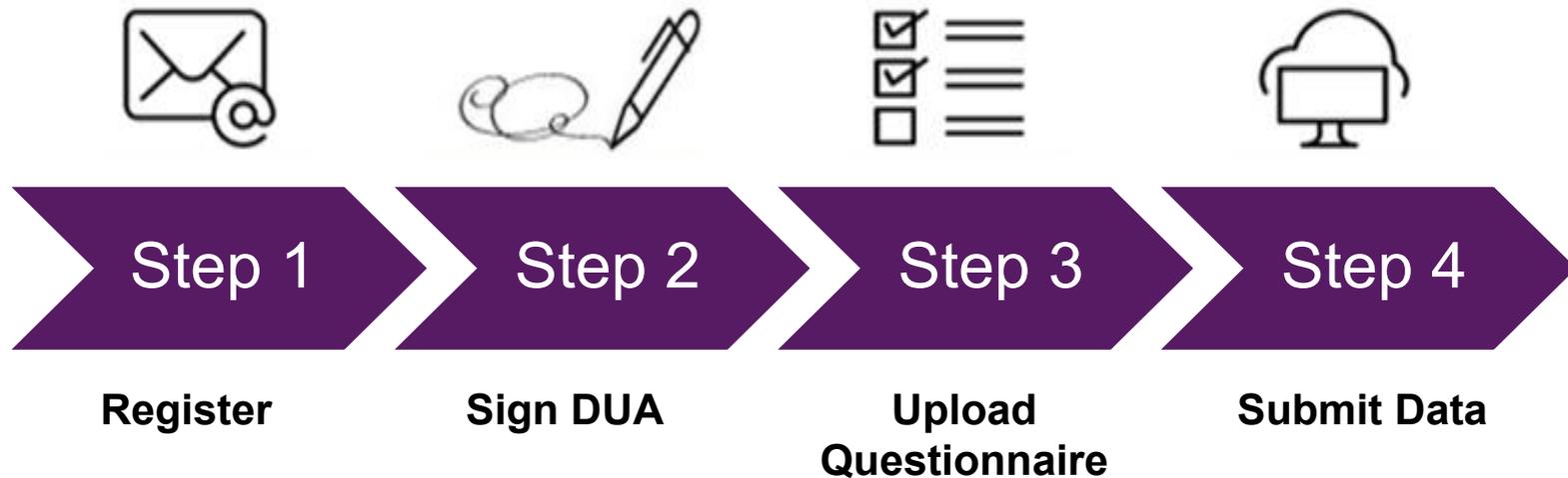
Benefits of Participation



- Private Feedback Report:
 - Submitting states/MCPs will receive a customized report that compares their state/MCP and individual program type results to overall HCBS CAHPS DB results
- Inclusion in other reporting products:
 - AHRQ Data Tools website -- aggregated HCBS results
 - Chartbooks
 - Research data set
- Technical assistance with data submission

CAHPS Data Submission Process

The CAHPS Database Online Submission System opens once a year. Organizations interested in submitting data complete four easy steps:



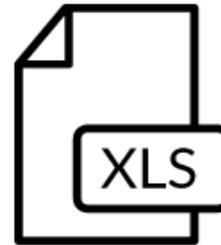
CAHPS Database Products



AHRQ Data Tools

Website:

View, print, and download data reports



Private Feedback Reports:

Compare your results to the Database average



Chartbook:

Displays summary-level Database results



Research Datasets:

De-identified data files that can help answer researcher questions related to patient experience of care

Public reporting product availability is dependent on the volume of data received

Example Private Excel Report



	A	B	C	D	E	F	G
1	Adult 1.0 with Employment Module Combined Report for State A						
2			Question 35: Rating of Personal Assistance and Behavioral Health Staff				
3	Agency	Program	Valid Responses	Poor/Fair (Bottom Box)	Good/Very Good (Middle Box)	Excellent (Top Box)	Significance Test
4	2020 HCBS-CAHPS Database Average		358,351	5%	15%	80%	2
5	State A	Overall	17,338	4%	12%	84%	3
6	Dept. of Aging	Frail Elderly Program	37	8%	18%	73%	1
7	Dept. of Mental Health	Mental Health Services Program	209	1%	7%	92%	3
8	Dept. of Health and Human Services	Physical Disability Assistance Program	177	12%	23%	65%	1
9	Dept. of Health and Human Services	TBI Program	185	4%	11%	%	3
10	Dept. of Health and Human Services	IDD Program	209	7%	17%	76%	1

Example AHRQ Data Tools Display



Example 2021 Adult HCBS Survey 1.0 Overall Top Box Scores

Composite Measure/Item	CAHPS DB Overall
Staff are reliable and helpful	67%
Staff came to work on time	68%
Staff worked as long as they are supposed to	73%
Someone told respondent if staff could not come	60%
Staff made sure respondent had enough privacy when dressing, showering, bathing	68%
Homemakers came to work on time	73%
Homemakers worked as long as they are supposed to	60%
Staff listen and communicate well	85%
Staff were courteous and respectful	85%
Staff explanations were hard to understand (Negatively-Worded)	86%
Staff treated respondent the way respondent wanted them to	89%
Staff explained things in a way that was easy to understand	83%

Data Confidentiality

- HCBS programs can be assured that their data are kept confidential and no program names or other identifying information is ever made publicly available.

HCBS CAHPS Database Technical Assistance



- The CAHPS Database team at Westat performs the following technical assistance activities:
 - Submission Issues: Response to questions regarding data specifications and data submission
 - Reporting Issues: Response to questions regarding public reporting products (e.g. how results are calculated, use of the AHRQ Data Tools website and how to obtain and use research data sets).
- Contact the HCBS CAHPS Database
 - E-mail: HCBSCAHPSDatabase@westat.com
 - Phone: 855-580-4657